

Experiencing Lagging Audio / Video on Creative Webcam

Keywords / Key Phrases: lagging video audio, unsynchronised, unsynchronized, lag, slow

1. Ensure that your computer meets or exceeds the minimum system requirements:
 - Intel Pentium 4 2.8 GHz or equivalent processor
 - 512MB RAM
 - Microsoft Windows XP SP2/Vista
2. The webcam should be connected to a USB port at the back of the computer directly without using any USB Hub.
3. Test the webcam by using our bundled applications through the video recording feature.
4. Uninstall the webcam and reinstall it again using the bundled installation CD. Always select a full installation during the process.
5. Check for updates from our support website by clicking on the **Download** link under **Quick Links** at the top right corner of this page and install the necessary updates for your webcam if available.
6. Please note that playing HD videos can be intensive on your processor and some users may experience the above issues if the computer does not meet the system requirements. This is especially so for Netbook users. There should be no problems playing VGA quality videos.

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